

# CHIEF EXPERIENCE OFFICER

(ASSISTANT COUNTY ADMINISTRATOR)

*Chester County, Pennsylvania*



EXECUTIVE  
RECRUITMENT  
PROVIDED BY







## THE COMMUNITY

Chester County and its 550,000 residents enjoy a high quality of life with outstanding employment and educational opportunities, coupled with an array of performing arts and cultural venues, museums, historical sites, world-renowned gardens, recreational offerings, and an eclectic mixture of dining, microbreweries, and wine tasting options. Referred to locally as “Chesco,” the County includes the City of Coatesville, 15 Boroughs, 57 Townships, and numerous other communities within its 762 square miles and is part of Philadelphia’s 6.2 million metropolitan area population. Chester County is the fastest growing county in southeastern Pennsylvania, with 100,000 projected new residents by 2050.

Accessible by the nearby Philadelphia International Airport and the Pennsylvania Turnpike (Interstate 76), and US Routes 1, 30, 202, and 322, the County’s convenient location provides easy access to the City of Philadelphia as well as to other metropolitan areas including Wilmington, Delaware to the southeast, Trenton, New Jersey to the northeast, and Baltimore, Maryland to the southwest.

One of the three original counties formed by William Penn in November 1682, Chester County did not become an inland county until 1789. Its name derives from Cheshire (i.e., Chester-shire), England, from which many of its early settlers came. West Chester, the county seat since 1788, was incorporated as a Borough on March 28, 1799. It was named for Chester,

the older county seat (now in Delaware County), which in turn derived its name from the shire town of Cheshire.

The County’s rich history can be experienced by visiting the Brandywine Battlefield Park and by learning about the area’s prominent role and important stops for freedom seekers on their way north with Underground Railroad Stations located at West Chester, Phoenixville, Oxford, and Kennett Square. The Longwood Progressive Meeting became a beacon to reformers throughout the United States for movements such as the abolition of slavery, women’s rights, and temperance. Visitors and speakers to the meeting house included Frederick Douglass, Harriet Tubman, Susan B. Anthony, Sojourner Truth, and more. Today, the building houses the Brandywine Valley Tourism Information Center and serves as the starting point for the Kennett Underground Railroad history tours. Architectural history can also be seen by driving through the region to view and photograph its numerous covered bridges that line the County’s Brandywine Valley countryside.

Chester County offers a litany of recreational opportunities including Valley Forge National Historical Park, Marsh Creek, and French Creek State Parks, six County Parks, and the Chester Valley Trail, Struble Trail, and Schuylkill River Trail, two of which connect with adjoining Counties. Other area tourist attractions include the world-renowned Longwood Gardens and its

## THE COMMUNITY *continued*

Festival of Fountains, the Jenkins Arboretum & Garden, American Helicopter Museum & Education Center, People's Light & Theater, The Colonial Theatre, Brandywine Ballet, the Antique Ice Tool Museum, Treehouse World, West Chester Railroad, and the Winterthur Museum Garden & Library.

Residents and visitors alike also enjoy participating in the region's numerous celebrations and festivals and events including the Kennett Square Mushroom Festival (Chester County is the Mushroom Capital of the world, as 50% of the fresh mushrooms consumed in the United States are grown in the area), Strawberry Festival, Turks Head Music Festival, Devon Horse Show, Ludwig's Corner Horse Show and Country Fair, Plantation Field International Horse Trials, Chester County Balloon Festival, "Blobfest" (in celebration of the movie "The Blob"), Brandywine Hills Point-to-Point Races, Willowdale Steeplechase, Radnor Hunt Races, Chester County Hospital Polo Cup, Summerfest Air Show, Benchmark Twilight Cycling Classic, Chester County Restaurant Festival, and the seasonal Longwood Christmas, Yuletide at Winterthur and A Brandywine Christmas.

A high percentage of residents work in professional occupations, resulting in Chester County attaining the highest median household income in Pennsylvania. The County has strong employment centers in agriculture, finance and insurance, information technology, management of companies and enterprises, and professional, scientific, and technical services. Over 50% of jobs are in the top five industries – health care, professional and technical services, retail, finance and insurance, and manufacturing. The County's major employers include the Vanguard Group, QVC Network, Chester County Hospital, County of Chester, Giant Food Stores, Main Line Hospitals, Pennsylvania State System of Higher Education, Devereux Foundation, Downingtown School District, Janssen Research & Development, Siemens Medical Solutions USA, Herr Foods, The Pyle Corporation, Communications Test Design, and Cleveland-Cliffs, Inc.

The area's educational needs are met by the County's 12 public school districts and three career and technical high schools. Additionally, the County is served by numerous charter and private schools for K-12 students. Higher educational providers within the County include the West Chester University of Pennsylvania, Lincoln University, Cheney University, Immaculata University, University of Valley Forge, and the Delaware County Community College campuses. Other higher education opportunities include Temple University, University of Pennsylvania, LaSalle University, Drexel University, Saint Joseph's University, University of the Sciences, Philadelphia Academy of the Fine Arts, The Restaurant School at Walnut Hill, Penn State Great Valley School of Graduate Professional Studies, and more.

Chester County residents benefit from convenient access to medical facilities, including the Chester County Hospital (Penn Medicine), Paoli Hospital (Main Line Health), Phoenixville Hospital, and Coatesville VA Medical Center, as well as being in close proximity to other Philadelphia area medical specialty providers.

The County's Median Household Income is \$118,574, with a median home sale price of \$544,000.





# CHESTER COUNTY MISSION STATEMENT

*The mission of the Chester County Government is to provide high-quality, fiscally responsible services to the citizens and visitors of Chester County through efficient and cost-effective operations so they can live, work, and raise a family in a thriving community.*

## COUNTY GOALS

### **Health & Human Services:**

*Protect vulnerable people in the community while promoting healthy choices.*

### **Public Safety:**

*Ensure safe and secure communities.*

### **Economy:**

*Support the growth and development of a strong and vibrant economy for all residents.*

### **Financial Management:**

*Continue to exercise sound financial management and maintain the County's financial strength while minimizing the property tax burden.*

### **Governance:**

*Pursue excellence through exceptional customer service, transparency, accountability, and innovation.*

### **Growth, Preservation & Environment:**

*Manage growth and land use to preserve and optimize quality of life, effective transportation, and environmental assets for future generations*

## AWARDS & RECOGNITIONS

*Healthiest County in PA (2023)*

*Top 3% of Healthiest Counties in America (2024)*

*Top 10 Digital County (6th time in the top 10)*

*Best Suburb to live in in America - #1  
Chesterbrook (2024)*

*Best County to Live in PA  
(24/7 Wall Street, 2024)*

*Three of Top 10 Best High Schools in PA (2024)*

*Five of the top 25 Best School Districts in PA  
(2025)*

*Wealthiest County in PA – household income  
(2025)*

*Top 50 Richest Counties in the US (2025)*

*Five of the top 25 zip codes in PA in Chester  
County (2024)*

*Best educated County in PA (2024)*

*#1 Trail in PA that will leave you breathless –  
Schuylkill River Trail (2025)*

*NACo Achievement Award for Chester County  
Youth Center and Brandywine Valley SPCA SAFE  
Program Partnership*

*NACo Achievement Award for Fresh Start  
Juvenile Expungement Program*

*Distinguished Budget Presentation Award –  
Government Finance Officer Association (GFOA)*

*Certificate of Achievement for Excellence in  
Financial Reporting - Government Finance  
Officer Association (GFOA)*

# GOVERNANCE & ORGANIZATION

Chester County operates under a Commission form of government with the three-member Board of Commissioners constituting the chief governing body of the organization. The Board, together with its executive staff, manages the large and diverse organization whose mission is to provide quality government services in an efficient, cost-effective manner. Elected every four years on an at-large basis, the Board of Commissioners are responsible for policy making, fiscal management, and the administration of county affairs.

The County provides a wide array of local government services with a FY 2025 Annual Consolidated Budget of roughly \$730 million (\$218 million General Fund), supported in part with an ad valorem property tax of 5.164 mills. It is the only Pennsylvania county to hold a AAA credit rating from all three major credit rating agencies and one of only 56 counties in the United States with such a distinction. County services are provided by about 2,478 full-time and 154 part-time positions.





## ABOUT THE POSITION

The Chief Experience Officer (CXO) is a re-envisioned position and will be responsible for providing administrative coordination, leadership, and management support to the Chief Executive Officer (CEO) and coordinate operations with the Chief Operating Officer (COO). Currently, the CXO position is planned to oversee the following Departments/Operations, however that may change based upon the experience of the final selected candidate: Health, Human Services/Youth Center, Libraries, Open Space Preservation, Pocopson/Nursing Home, Voter Services, Water Resources, and Workforce Development. The CXO will also lead the County's organizational-wide effort to pursue continuous improvements, performance metrics, and customer engagement strategies as it strives to attain High Performance Organization (HPO) status.

A summary of the Chief Experience Officer's responsibilities include the following:

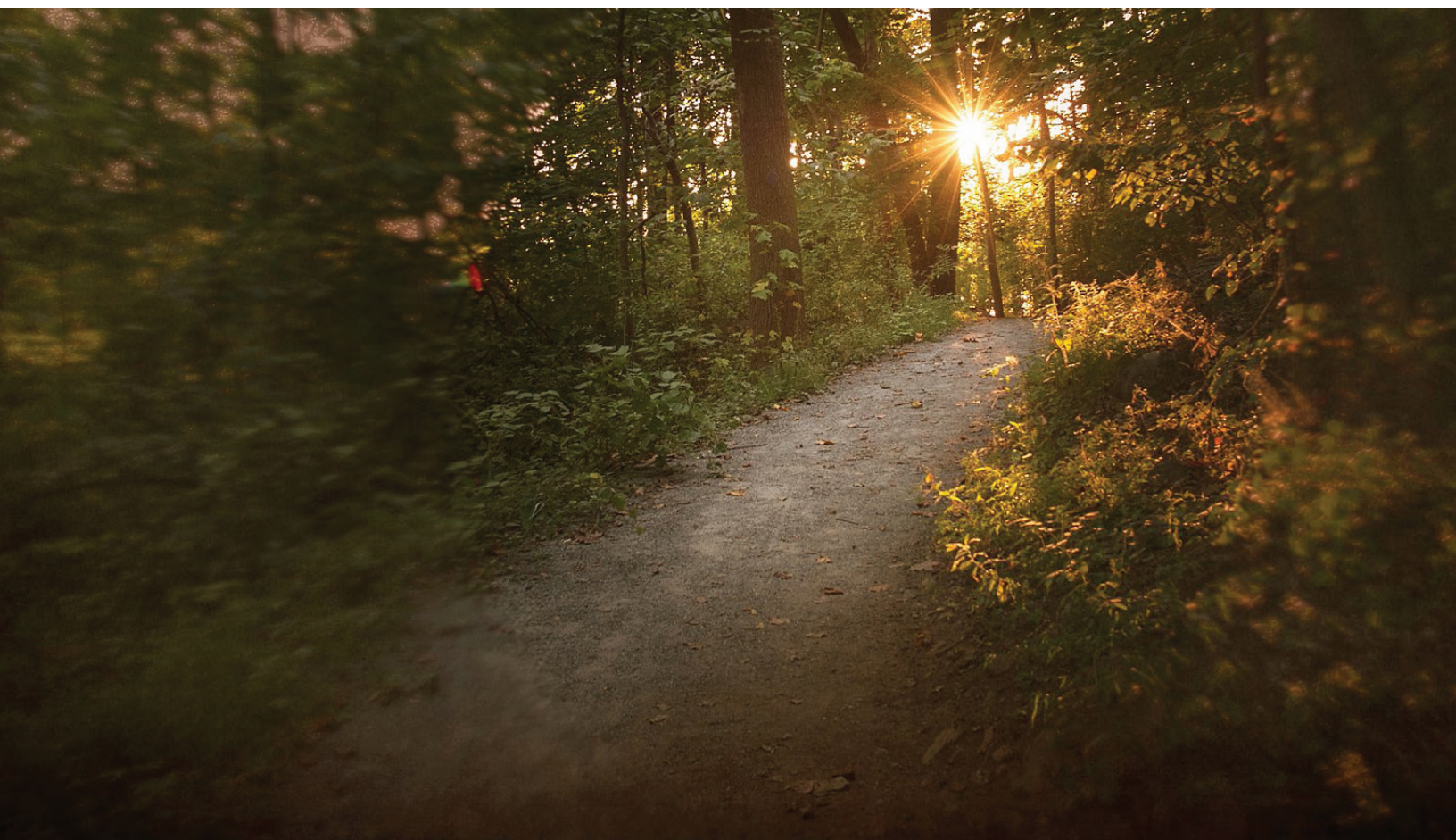
- Provide advice and counsel to the Chief Executive Officer on a variety of policy and procedural matters related to the effective administration of county government.
- Supervise assigned County agencies and operations and serve as a liaison to County Departments, elected officials and other government agencies, private groups, community organizations and the general public, as required by the Chief Executive Officer.
- Independently plan and carry out work assignments and/or projects.
- Assist in the resolution of operational or procedural problems and issues.
- Assist in the development and implementation of policies, strategic direction, performance metrics, and projects.
- Assist in guiding and monitoring on-going projects.
- Conduct research, prepare reports, analysis and other informational materials as requested or deemed necessary.
- Receive, investigate, and provide recommendations to resolve complaints and inquiries concerning County operations and policies.
- Keep abreast of developments and trends in the field of county management and public administration and propose relevant strategy and policy changes.
- Represent the Chief Executive Officer's Office at meetings, as required.
- Serve as Acting Chief Executive Officer, in the absence of the Chief Executive Officer and Chief Operating Officer.

# CHALLENGES & OPPORTUNITIES

**Re-Envisioned Position:** Following the recent appointment of David Byerman as Chester County's new Chief Executive Officer in December 2024, the CEO's Office underwent some reorganization resulting in the reclassification of the former Assistant County Administrator position into the Chief Operating Officer and the restructuring of another position into the new Chief Experience Officer position. Generally speaking, the COO currently provides leadership and oversight to the internally facing County Departments/Operations and it is expected that the CXO will provide leadership and oversight to the County's externally facing Departments/Operations. That said, the precise mix of Departments/Operations to be overseen by the CXO may change based on the experience and background of the final selected candidate.

In addition to providing oversight of various Departments/Operations, the CXO will be lead and and champion the following initiatives:

- Spearhead a citizen-first approach/philosophy across all County Departments, reconceptualizing government and aligning service delivery with community needs and expectations.
- Design and implement cutting-edge digital and in-person engagement strategies to enhance accessibility, responsiveness, and satisfaction.
- Develop performance metrics and service standards that drive continuous improvement in County services and evaluate current operations, working within the County's strategic planning/ "Managing for Results" framework.
- Expand engagement and outreach initiatives, leveraging data-driven insights and Best Management Practices (BMP) to proactively address community concerns.





# IDEAL CANDIDATE

Chester County Government seeks a visionary and dynamic leader to serve as its Chief Experience Officer (CXO) - a pivotal executive role driving exceptional service delivery and engagement across our diverse community. As the #3 leadership position in a workforce of 2,600 employees, the CXO will be responsible for shaping the citizen experience, fostering a culture of excellence, and ensuring seamless interactions between government and the 550,000 people we serve.

The ideal candidate will be a pragmatic person of high integrity with a history of adopting best management practices and a track record of building strong, high performing teams to achieve organizational goals. The CXO should be a skilled problem-solver with a history of implementing creative and innovative solutions to challenges and championing effective and efficient public service delivery with the highest level of customer service.

The ideal CXO should be skilled in policy evaluation and development and administrative operations in assisting the Chief Executive Officer's oversight of County operations and decision-making processes. The desired candidate will be a person with a high level of emotional intelligence, advanced interpersonal and listening skills, and a proactive, transparent, collaborative management style that can advise parties of the pros and cons of a given course of action based on their professional training and experience. The chosen individual will have strong management and leadership skills and will be approachable, even-tempered, and maintain a calm demeanor while simultaneously juggling multiple tasks, projects, and initiatives.

The ideal CXO will promote team building and model the highest level of ethics. A skilled delegator who understands the details and is capable of providing leadership to the Department Heads and staff of the County Departments/Operations they supervise. The selected candidate will empower employees and provide general direction and desired outcomes, providing them with the freedom to manage their operations and ensure the pursuit of Commission-approved direction and staff execution of programs and policies. The selected candidate will be supportive of the professional development of team members and serve as a coach and mentor for the County's senior leadership as they build results-driven teams. The CXO will be a champion of interdepartmental cooperation and promote both internal and external customer service and lead the organization's customer-driven, continuous improvement and related performance metric process, and other High Performance Organization initiatives. The ideal candidate should have a passion for public service while maintaining a work-life balance and encouraging team members to do the same.

Candidates possessing a strong financial background/acumen, including long-term budgeting and capital planning skills, with an understanding of the complex mixture of the diverse local government operations and how they need to interact cohesively to provide exceptional local government programs for residents and customers is desired. Specific experience in managing or overseeing Health and Human Services, Libraries, Open Space Preservation, Voter Services, Water Resources, and Workforce Development operations considered a plus.





## EDUCATION & EXPERIENCE

A bachelor's degree from an accredited college or university in public administration, business management, or related field is required, with a master's degree preferred. Five or more years of progressive experience in an executive/senior administrative position, preferably in government. Candidates with an equivalent combination of education, training, and private and/or non-profit experience will also be considered. International City/County Management Associations Credentialed Manager (ICMA-CM) is preferred. Candidates with Six Sigma, High Performance Organizations, and/or other continuous improvement experience, training, or certifications considered a plus. The final selected candidate must also possess or be able to obtain a valid driver's license. Residency is not required for the position; however, it is desired that the Chief Experience Officer reside within a reasonable commuting distance to the County Administration Building.

## COMPENSATION & BENEFITS

Chester County offers a starting salary range of \$139,131 - \$168,915 for the Chief Experience Officer, based upon qualifications and experience. The County provides a generous benefits program including health, dental, vision, pre-tax spending accounts, life insurance and long-term disability, paid vacation, personal days, sick leave, and other professional development assistance. Employees participate in the County's Defined Benefit Retirement Plan with a 6% Employee contribution, with an additional optional 457 deferred compensation plan available.

## APPLICATION PROCESS

[Please apply online](#)

For more information on this position contact:

**Doug Thomas, Executive Vice President**  
[DouglasThomas@GovernmentResource.com](mailto:DouglasThomas@GovernmentResource.com)  
863-860-9314



*Chester County is an Equal Opportunity Employer and values diversity in its workforce. Applicants selected as finalists for this position will be subject to a comprehensive background check.*

## RESOURCES

**County website**

[chesco.org](http://chesco.org)

**Chester County Chamber of Business & Industry**

[cccbi.org](http://cccbi.org)

**Chester County HR Department Website**

[chesco.org/225/Human-Resources](http://chesco.org/225/Human-Resources)

**Chester County Conference & Visitors Bureau**

[brandywinevalley.com](http://brandywinevalley.com)

